



CANADIAN MUSEUM FOR
HUMAN RIGHTS

MUSÉE CANADIEN POUR LES
DROITS DE LA PERSONNE

Request for Proposal

MUSEUM POINT OF SALE SYSTEM

Solicitation No.: CMHR 2016-07

Addendum #1

Questions and Answers:

1. Is your Raisers Edge system hosted on or off site?
 - The Raiser's Edge software is a product of Blackbaud that is used to manage memberships.
 - The system is hosted on site.

2. Could you please explain how your current "MAESTRO" rental process works?
 - Maestro is software that we are currently using for facility rentals in the Museum.
 - It is a very basic space management tool that acts independently from our Galaxy POS system.
 - It provides basic client management resources and as a result, it is primarily used to block rental spaces, as well as food and beverage requirements.
 - In terms of process, all inquiries are put into the system as queries. Then, once the Client agrees verbally to a booking, the status is moved from Query to Tentative and a contract from Maestro is sent out through the system. Once the Client signs the contract and pays the deposit, the status is moved from Tentative to Confirmed. At this point, payments can be posted for the remainder of the event against that Client's account.

3. How critical is the multi-language i.e. French component to the project?
 - The ability to print in both French and English, specifically special French characters such as "é", "à" and "ç" is vital to the project.
 - Any e-commerce solutions that the POS offers must also have the flexibility to service visitors in both official languages.
 - Multi-language user interface is important; however, it is not critical and the right system could not have this feature.